

Fond du Lac County
Department of Social Services
2016 Annual Report



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2016 Annual Report

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To The Honorable Fond du Lac County Board of Supervisors:

It gives me great pleasure to present the Fond du Lac County Department of Social Services 2016 Annual Report. The staff has worked hard this past year to provide innovative services to the members of our community and to assist community members as they strive to become more self-sufficient and improve their quality of life.

This annual report illustrates the number of people and families that were impacted by department services in 2016. The following are noteworthy highlights for 2016:

- In 2016, the entire department began a journey to become a trauma informed care provider. Events included participating in a statewide kickoff meeting, creating agency work groups and participating in a December day long all staff training and workgroup day titled, “Shift your Perspective, Trauma-Informed Care, Empowering, Engaging, Effective.”
- The Aging and Disability Resource Center began offering a community based Music and Memory Program for people with dementia who reside in the community. Currently 17 people are served by the program. On November 15, a community event was held, “Music, Memory and Beyond.” This event involved numerous community organizations with the focus of self-care for elders and those with dementia.
- The Business and Fiscal teams worked diligently with the Joxel Group to implement Phase 1 of the newly purchased Avatar computer system. Phase 2 and 3 will occur during 2017.
- The Access Team and Ongoing Teams continue to see an increase in referrals consisting of more and more complexity caused by drugs used recreationally, to reduce physical pain, and to self-medicate due to past traumas and not having developed resiliency to cope with past and current turmoil in life.
- 83 children achieved permanency through reunification with their family, transfer of guardianship or termination of parental rights and adoption during 2016 in comparison to 81 in 2015.
- The Juvenile Court Services Team continues to develop programs that inspire the soul and spirit of youthful offenders,” I didn’t like getting caught, I don’t want to do it again, but, that YOGA program was awesome and taught me so much. I’d do that again”. More community service work sites and a community based PACE (Promoting Alternatives to Corrections through Education) Program were developed in 2016.
- The group homes and the Coordinated Family Services Program continue to develop wraparound services to support children with all types of mental health needs.
- The Volunteer Services Program continues to expand and develop loving relationships with hopes that friendship bonds will extend beyond the individual family’s contact with this department.

I want to thank the volunteers of this department for their kindness, grace, spirit, love, and dedication to helping build the soul and spirit of our community through their daily interactions with clients and staff. I want to thank all of the staff of this department for their endless passion and dedication. Every day staff hear and see horrendous stories of trauma and despair only to return the next day and do it all over again. I want to thank Deputy Director Richard Gedemer, the department supervisors, Stacie Basler, Jill Triatik, Michelle Paul, Chris Schmitz, Molly Aird, Sandy Tryon, Lauren Martin, Kay Metty-Reinhard, Erika Winterfeldt, Jessica Kohlman, Sue Sielski, Sue Zuber, Rob Bauer, and Jamie Sigafus for their hard work, dedication and commitment to all we do.

I want to thank County Executive Allen Buechel and Director of Administration Erin Gerred for their support and oversight of departmental operations. Last, but not least, thank you to the Social Services Board: Chair Lisette Aldrich, Vice Chair Jay Myrechuck, Mary Hayes, Joseph Fenrick and Brian Kolstad for their ongoing interest, support and commitment.

Sincerely,

Patricia Lancour
Director

Fond du Lac County County Executive



Allen Buechel

The Social Services Board



*Left to right: Jay Myrechuck (Vice Chair, Joe Fenrick, Lisette Aldrich (Chair)
Mary Hayes, and Brian Kolstad .*

The Administration of the Department of Social Services



Director: **Patricia Lancour**



Deputy Director: **Richard Gedemer**

Agency Mission:

The Fond du Lac County Department of Social Services respectfully provides innovative services to promote self-sufficiency and quality of life.

We the agency believe in:

- Being Trauma Informed
- Hope Filled Interventions
- Positive Individual Growth
- Safety First
- Adults and elders belong in their homes
- Families need to direct their own services
- Providing services for every aspect of the client/participant
- Ensuring child safety and community protection
- Family-centered approach
- Family involvement
- Strength-based focus
- Teaming
- Being outcome oriented
- Permanence
- Diversity
- Promoting self-sufficiency
- Maximizing independence in the least restrictive setting
- Community involvement
- Community integration
- Protecting vulnerable citizens

The Teams of the Department of Social Services
All team photos are current staff 2016 through March 2017



Access Unit Team

Left to right: Cristian Rubio, Jeni Reinhold, Tonisha Atkins, Melissa Malchow, Brittany O'Donnell, Kay-Metty Reinhard (Supervisor), Amy Medina, Ashley Stacey, Erika Winterfeldt (Supervisor), Brittany Eiring, Tanya King (In back), Ashley Longsine, Rebecca Jones, and Amanda Flier

Absent when photo was taken: Cathi Rhinehart



Aging and Disability Resource Center Team

Left to right: Cheryl Ketterhagen, Angelice Liner, Theresa Menting, Lynnette Benedict, Briana Masak, Mary Koplitz, Claudette DeGarmo, Laura Callahan, Heidi Page, Jaclyn Jaeckels, Sue Ellen Miller, Amy Lacasse, and Sandra Tryon (Supervisor)



Coordinated Family Services Team

Back row standing left to right: Kristine Serwe, Jen Kraus, Lauren Martin, (Supervisor), Angie Dvorjac and Devin Nealon. Front row left to right: Julie Mazzolari, Jeanne Hellman, Joanne Schneider, April Westphal, and Deanna Lehman. Absent when photo was taken: Marsha Kitzman



Family Enrichment Team

Left to right: Rob Bauer (Supervisor), Karen Martin, Bailey Palecek, Alivia Andreev, Sheila Soyk, Nancy Kartos, and Betty Hellpap. Absent when photo was taken: Jennifer Newhouse



Fiscal Services Team

Back row left to right: John Gaskell, Shirley Ferch, Nicole Russell, Stacie Basler, (Fiscal Director) Denise Graydon, Lori Dalka, and Jim Lepinski (DCP Accounting Manager). Next row forward left to right: Jessica Goodbinder, Pauline Peters, Nancy Sheil, Rachael Johnston, Michelle Paul (Business Office Coordinator), Karen Piper, Lorie Gregor and Jill Triatik (DSS Accounting Manager). Front row left to right: Lori Rozell (Business Office Manager), Cheryl Abraham, Karen Fannin, Amanda Heintz, Donna Gross, Anne Luby, Anne Drew, and Shannon Kertscher.

Absent when photo was taken: Jessica Moon (HHHR Accounting Manager)



Juvenile Court Services Team

Standing Left to right: Carmen Forstrom, Brenda Casetta, Shane Arndt, Angie Yoho, Ashley Lackas, Diane Burton, Jessica Schibline, Jamie Sigafus (Supervisor), Carrie Ahrens, Sharon Thern, Cindy Champeau, and Roger Flatt

Lower in the front left to right: Rebecca Stern, Michele Mailand, and Kathy Gourdine



Ongoing Team 1

Left to right: Lindsay Colwell, Susan Zuber (Team Supervisor), Amy Sigafus, Dora Brooks, Molly Frey, Jamie Ruchti, and Abel Miller



Ongoing Team 2

Standing Left to right: Blair Tilleman, Chris Yankton, Alfredo Medina, Kayla Powers, and Jessica Kohlman (Supervisor). Front left to right: Meilssa Meidam and Kayla Bigelbach



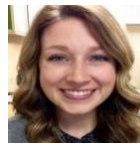
Ongoing Team 3

Left to right: Sue Sielski (Supervisor), Lindsay Medina, Jessica Perone, and Kelli Pitzen.

Absent when photo was taken: Jamie Lemke and Chris Yankton



Haley Madson, Volunteer Services Coordinator



Left to Right: Justine Bachmann, Holly Barnes, Ashley Becker, Bob Bridenbaugh, and Camille Connelly



Left to Right: Kim Friedel, Jacqui Garcia, Jasmin Horne, Jennifer Jefferies, and Adam Lichtenberg



Left to Right: Cassie Liscomb, Marilynn Roessler, Ethan Stark, Lisa Stoppleworth, and Mary Tighe



Hannah Morkert

Volunteers (Photos not available)

Alexis Bailey, Sheila David, Cody Davis, Kayla Dredske, Linda Fritz, Tyiesha Jaimes-Moreno, Kevin King, Maria Kretschman, Dennis Martin, Michelle McCauley, Megan Prather, Samantha Quandt (*Intern*), Chris Riegert, Camille Rosenmeier, Michelle Ruelas, Jessica Saler, Deb Shackelford, Lorraine Shea, Robert Shine, Anna Sterberg, Lindsey Wagner, Ed Wiegert, Nicole Zeman, and Jill Zuraw.

2016 Staff in the Spotlight

Moraine Lakes Consortium Economic Support-Fond du Lac Team



Moraine Lakes Fond du Lac Consortium Team

Back row standing left to right: Deb Parduhn, Jean Ziegler, Deb Bohlman, Linda Kraus, Tracey Jordan, Lisa Schwandt, Shirley Baker, Chris Schmitz (Supervisor), Deb Gohlke, Herther Merten, Deb Palkovich, Rebecca Gilgenbach, Michelle Visser, Maggie Sieckman, Kris Bovee, Donna Boese, Barb Rivera, Mary Engel, and Mary Legee. Front Row left to right: Jennifer Paluchniak, Cathy Circo Kimberly Grinnell, Trina Hansen, Gena Miller, and Molly Aird (Supervisor).

Absent when photo was taken: Deb Abitz, Lindsey Rasmussen and Jennifer Smet.

The following statements come from the staff of the the Moraine Lakes Consortium Fond du Lac Team regarding their reflections on the importance of their work and its impact on the community:

Our Economic Support team is responsible for completing eligibility determinations for public assistance benefit programs such as FoodShare, Medicaid, BadgerCare Plus, Caretaker Supplement, and Child Care Assistance. We are

part of the Moraine Lakes Consortium, which serves the residents of Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha Counties. The work we do is extremely challenging and fast paced, from the complex program policies (which also change frequently), to having a combined consortium caseload totaling over 54,000 households! The upside is that we are able to help those who are struggling to obtain basic necessities such as food, child care, and health care coverage, which is extremely rewarding. I

have been an Economic Support Specialist since 2009, and a supervisor since 2015, and I am still amazed every day by the incredible knowledge, resilience, and compassion shown by our staff. I am very proud of our team and thankful to be part of it!

Molly Aird *(Team Supervisor)*

I enjoy working in the Economic Support Unit because there are never two days that are alike. It is a very rewarding feeling to know that I can make a difference in someone's life, that I may be the little glimmer of hope they need to get through the situation they are in at that time.

Linda Kraus
(Economic Support Specialist)

I have been with the department for 36 years and have seen so many changes occur (some being major changes). Sometimes it seems that we just can't implement another change, but as a team, we do get through it. Every day we listen to the struggles our customers are facing, and we have the ability to make an impact in their lives, by providing services, resources, or just a little as lending an ear. This job offers an opportunity to put our own lives in perspective and be thankful for what we have. Also, let's not forget the staff we work with-we all play a vital part in making our team successful-and that we have accomplished. I am proud to be part of this team.

Chris Schmitz *(Team Supervisor)*

We enjoy helping financially disadvantaged families that temporarily need assistance. Our staff is a very close knit family and very supportive. This job is very challenging, but it's rewarding to be helping those in the community.

**Deb Parduhn, Tracey Jordan,
Jean Zielger, Shirley Baker, and
Cathy Circo**
(Economic Support Specialists)

We enjoy our co-workers, helping people and making a difference, and receiving compliments from customers who are grateful for the help.

**Donna Boese, Deb Bohlman,
Gena Miller and Maggie Sieckman
and Becky Gilgenbach**
(Economic Support Specialists)

We enjoy helping people in their time of need and when they need it most. We also enjoy building a stronger community. This job is challenging, but rewarding.

**Heather Merten,
KimberlyG rinnell, Trina Hansen,
and Debbie Palkovich**
(Economic Support Specialists)

We enjoy helping people become independent and helping people who really want to get off the system. Time goes by fast, and every day is different-no two days are alike.

**Jennifer Paluchniak, Jennifer Smet,
Deb Gohlke, Kris Bovee**
(Economic Support Specialists)

We enjoy helping our co-workers learn and watching them grow in their job. We also enjoy trying to solve system errors and resolve complex cases to allow our customers to receive the correct benefits at the correct time, according to our policy. Our days are never monotonous.

Barb Rivera and Michelle Vissers
(Economic Support Specialists/Trainers)

Access Services Team

Supervisors

Kay Metty-Reinhard
Erika Winterfeldt

Senior Social Workers

Tanya King
Cathi Rhinehart

Brittany O'Donnell

Social Workers

Brittany Eiring
Amanda Flier (Case Manager)
Ashley Longsine
Rebecca Jones
Amy Medina
Ashley Stacey (LTE)
Jeni Reinhold
Cristian Rubio

Family Support Workers

Melissa Malchow
Tonisha Atkins

How does this unit operate?

- A call is received and documented.
- The referral is screened in or out and one of the following response times is assigned: Same Day, 24-48 hours, or 5 day.
- Case can be assigned to one of two pathways: Traditional or Alternative Response.
- If screened in, an assessment worker meets with:
 - Alleged child victim(s)
 - Siblings
 - Alleged non-maltreating parent
 - Alleged maltreating parent
 - Collateral contacts
- If warranted, a protective and/or safety plan is developed.
- If needed, a referral is made to court, ongoing/voluntary services.

- Thorough documentation of case contacts and final written assessment of the entire family situation.

Services Provided:

- Receive all child abuse and neglect reports for Fond du Lac County.
- Provide information regarding and referrals to available community resources.
- Screen all reports and assign appropriate response times.
- Child abuse and neglect initial assessment (formerly referred to as child abuse and neglect investigation).
- Alternative Response Assessments
- Child welfare assessments and related
 - Relative placement safety plan
 - Foster care safety plan
 - Receiving home safety plan
 - Shelter Care safety plan

2016 census estimated county population	101,973		
2016 census estimated age 18 and under	21.9 % 22,292		
2016 census estimated age 5 and under	5.6% 5,710		
Services	2014	2015	2016
Intake Calls	1,441	1,812	1,541
Assessments	538	671	667
Victim Sensitive Interviews*	36	44	54
Response Time	2014	2015	2016
Same Day	46	107	107
Within 24 to 48 Hours	126	136	123
Within 5 Business Days	366	428	359

* Interviews are conducted jointly with City Police, Sheriff and District Attorney; with ASTOP and domestic violence staff on site for family support.

2016 Community Committee Membership:

- Drug Endangered Children Task Force
- Domestic Abuse Response Team
- Fond du Lac County Child Death Review Team
- Victim Sensitive Interview Protocol Core Group
- Coordinated Community Response
- Trauma Informed Care Fond du Lac County
- Mandated Reporter Training Fond du Lac County Partners

2016 Comments:

- Access and Initial Assessment team has seen an outstanding trend in serving families with a high level of drug and alcohol addiction coupled with trauma histories.
- When parents suffer from addiction issues, this increases the likelihood for maltreatment to occur to children in the home in the form of neglect, physical abuse, sexual abuse and emotional abuse.
- Children of all ages are vulnerable when parents are routinely under the influence of substances inhibiting decision making.

Aging and Disability Resource Center



The Aging and Disability Resource Center Board:

Board Members left to right: Kay Ohm, Lucy Tiry, Stanley Brink, Donald Skog, and Lori Meyer.

Supervisor

Sandy Tryon

Senior Social Workers

Laura Callahan

Cheryl Ketterhagen

Mary Koplitz

Amy Lacasse

Social Workers

Angelice Liner

Sue Ellen Miller

Heidi Page

Jaclyn Jaeckels

Briana Masak

Family Support Workers

Claudette DeGarmo

Lynnette Benedict

Project Position – Music and Memory

Theresa Menting

and offers a home visit to meet with the individual and their family members.

Assessments include review of the following:

- Activities of daily living
- Family supports and community resources
- Financial resources
- Safety concerns

Services Provided:

- Information, assistance, and referral
- Long-term care options counseling
- Functional screen determination for the Family Care or IRIS (Include, Respect, I Self- Direct: (Wisconsin's Self-Directed Supports Program).
- Disability benefits assistance
- Transitional services to people with disabilities aging into adult services
- Prevention and early intervention services
 - Stepping On classes
 - Alzheimer's programs
 - Music and Memory
- Adult Protective Services (APS)
 - Adult and elder at risk investigations
 - Guardianships
 - Protective placements (PP)
 - Annual review of PP (protective placements)
- Short term case management

How does this unit operate?

- A consumer calls or visits the Aging and Disability Resource Center office. Staff assess the consumer's presenting issues

2016 census estimated age 65 and over	17% 17,335		
2035 projected increase in population over age 65	28.4% 33,058		
Services	2014	2015	2016
Unduplicated Calls	6,657	6,572	7,781
Functional Screens	453	513	473
Memory Screens	0	37	69
Disability Benefit	304	326	428
Adult Protective Services	493	443	459

*contacts are the number of times that the Aging and Disability Resource Center staff provides a service to the consumer.

- * *It is estimated there are 110,000 people living in Wisconsin with Dementia. There are 2,218 people in Fond du Lac County with dementia, 80% living in their own homes.*

2016 Community Committee Membership:

- Wellness Committee-Senior Center
- Living with chronic conditions – Diabetes
- Professional Network
- Housing Coalition
- Guardianship Event
- Heat Advisory
- Dementia Network
- CCot (County Community on Transition)
- Stepping On Falls Prevention
- Falls Coalition
- I-Team (Interdisciplinary Team)
- Adult Protective Services Regional Committee

2016 Highlights:

- Remodeled lobby and bathrooms at the Aging and Disability Resource Center.
- Screen staff successfully completed state testing for the Long Term Care functional screen.
- Guardianship training in May. Approximately 110 community participants.
- Speaking on KFIZ radio-monthly
- Aging and Disability Resource Center staff learned a new State computer documentation system (SAMS).
- Major long term care functional screen changes including automated target group.
- Aging and Disability Resource Center staff participated in memory screen training.
- Expansion and updating of the Aging and Disability Resource Center website.
- Implemented the Music and Memory Program-served 18 families.
- Completed 2 quality projects-increased our transition referrals from the local high schools.
- Increased participation in Stepping On Falls prevention classes.

Business and Fiscal Teams

Fiscal Services Director

Stacie Basler

Accounting Managers

Jessica Moon HHHR

Jim Lepinski DCP

Jill Triatik DSS

Business Office Manager

Lori Rozell

Business Office Coordinator

Michelle Paul

Senior Account Clerks

Lori Dalka

Shirley Ferch

Program Assistant II

Karen Fannin

Account Clerks

Anne Drew

Lorie Gregor

Shannon Kertscher

Senior Clerk Typists

Cheryl Abraham Anne Luby

Denise Graydon Karen Piper

Donna Gross Nancy Sheil

Clerk Typists

Amanda Heintz

Nicole Russell

Rachael Johnston

Pauline Peters

Jessica Goodbinder

Utility Clerk

John Gaskell

How does this unit operate?

- Staff provide operational support and accounting services to the Department of Social Services, Department of Community Programs, and Harbor Haven Health and Rehabilitation.

- Staff responds to the needs of the public, the internal staff, and the local, state, and federal governments.

Services Provided:

- Accounting services
- Business operation services
- Budget preparation
- Representative (Rep) payee services
- Billing for outpatient and inpatient services
- Individual unit support
- County and State fiscal reporting
- Provider contract management
- Children in care trust fund accounting
- Receptionist duties
- Word processing and transcription
- Computer systems management and user support for these services
- Purchasing duties
- Service file records editing
- Mental Health and AODA (Alcohol and Other Drug Abuse) intakes and appointments

Service	2014	2015	2016
*Authorizations	934	1057	799
JDE Accounts Payable	2,988	3,131	3265
CMHC Claims	21,687	21,724	21,248

*Programs: Comprehensive Community Services (CCS), Children's Long Term Support (CLTS), Children's COP (CCOP)

2016 Highlights:

- Worked on the implementation & configuration process for the new computer system for the Department of Community Programs and Department of Social Services. Phase 1 went live

November of 2016. Continue to work on the implementation process for Phase 2 and Phase 3, which will go live June 1, 2017.

- Continued to streamline business office and accounting processes.
- Continued to serve as lead fiscal agency for the Moraine Lakes Income Maintenance Consortium.
- In March the Vincent Street Reception remodel was completed.

Coordinated Family Services Team

Supervisor	
Lauren Martin	
CFSP Staff	
Devin Nealon , <i>Senior Social Worker</i>	
Joanne Schneider, <i>Senior Social Worker</i>	
Kristine Serwe, <i>Senior Social Worker</i>	
April Westphal, <i>Family Support Worker</i>	
Julie Mazzolari, <i>Social Worker</i>	
In Home Therapists	
Jeanne Hellman	Jennifer Kraus
Transitional Living Facility/Youth Employment Program Staff	
Angela Dvorjac, <i>Family Support Worker</i>	
Deanna Lehman, <i>Group Home Specialist</i>	
Galow and Shelter Care Senior Social Worker	
Marsha Kitzman, <i>Senior Social Worker</i>	
Galow Group Home Specialists	Shelter Care Group Home Specialists
Keith Blum	Allie Bovee
David Choronzy	Alex Kaphengst
Eric Darnick	Jonell Cornejo
Val Ditter	Ka Mee Lee
Sara Koplitz	Joanne Mielke
Tim McCullen	Sara Mietzel
Val Parker	Christian Mueller
James Schaub	Kathleen Murphy
Robert Shine	Ashley Neis
	Elizabeth Nelson
	Courtney Steuer
	Nicole Talakowski
	Brittany Woods

How does this unit operate?

- Referrals are received from the Department of Social Services service

units, schools, county agencies, local service providers and families.

- Screening committee meets to review the child/family needs, eligibility requirements and the availability of services.
- Participants meeting eligibility determinations are then provided strength-based, family directed, team developed services.

Services Provided:

- **Coordinated Family Services Program (CFSP)**
 - Information, assistance and referral
 - Team based service plans
 - Parent training
 - Service development and coordination
 - Children's long term support
 - Children's Community Options Program
 - Family support
 - Comprehensive community services
- **Transitional Living (TLF)**
 - Independent living services
 - Supports and life skills development
 - Mentoring
 - Cooking classes
 - Positive youth development
 - Job application assistance
 - Mock interviewing
 - Job coaching
 - Health maintenance
 - Home maintenance
 - Help with housing search
 - College search
 - Self-Discovery Group
 - Job Readiness Group
 - Girl's Group
 - Independent living classes
 - Financial literacy classes
 - Youth Advisory Council
 - Supervised family interactions
 - Independent Living training to PACE (Promoting Alternatives

to Corrections through Education) participants in secure detention

- **In Home Therapy**
 - Intensive in-home therapy services provided in the home and school settings; trauma informed practice; prevention of out-of-home care.
 - Trauma Informed Cognitive Behavioral Therapy
- **Youth Employment Program**
 - Job Development
 - Coaching
 - Subsidized employment
 - Job maintenance
 - Services for participants who are in foster care or have aged out of foster care.
- **Lawrence Galow Memorial Group Home**
 - 24-hour long-term care and supervision with services for males.
- **Susan Lopau Memorial Shelter Care**
 - 24-hour care and supervision for children ages 10-18.

Services	2014	2015	2016
Coordinated Family Service Clients	72	69	7
Transitional Living Clients	130	121	124
Intensive In Home– Families/Children	66/137	88/199	92/221
Galow Days in Care	730	1,104	1,180
Shelter Care Days in Care	722	1,017	943

2016 Community Committee Membership:

- Children & Adult Long Term Care Coordinating Council
- Moraine Park Technical College (MPTC) Corrections Science Advisory Committee
- Comprehensive Service Integration Steering Committee
- Comprehensive Service Integration (CSI) Parent Engagement Committee
- Quality Improvement Center (QIC) for Adoption & Guardianship Support & Preservation
- Comprehensive Service Integration (CSI) Trauma Informed Ad Hoc Committee
- Department of Children and Families (DCF) Systems Change Review Mapping Team.
- Fond du Lac County Wellness Committee
- Youth Mental Health First Aid Training Committee
- Camp to Belong WI Board
- Inspire Coalition

2016 Highlights:

- Coordinated Hot Topics Community Presentations
- Coordinated two trainings on Family Centered Teaming and Care Coordination.
- Developed Social Skills Group for younger youth in collaboration with Lutheran Social Services
- Fostering Futures Trauma Informed Care Initiative
- Expanded Mentoring options for children experiencing social and emotional challenges.
- Provided three Youth Mental Health First Aid trainings for agency and community staff
- Provided four First Aid and CPR trainings for agency staff
- Implemented Yoga class for Galow Group Home residents

Economic Support Moraine Lakes- Fond du Lac Team

Supervisors	
Chris Schmitz	Molly Aird
Trainers	
Barb Rivera	
Michelle Vissers	
Economic Support Specialists	
Kris Bovee	Deb Abitz
Cathy Circo	Donna Boese
Tracey Jordan	Deb Bohlman
Linda Kraus	Mary Engel
Mary Legee	Rebecca Gilgenbach
Gena Miller	Deb Gohlke
Debbie Palkovich	Kim Grinnell
Deb Parduhn	Trina Hansen
Lisa Schwandt	Heather Merten
Jennifer Smet	Jennifer Paluchniak
	Lindsey Rasmussen
	Maggie Sieckman
	Jean Ziegler
Project Positions	
Shirley Baker	

How does this unit operate?

- The counties of Fond du Lac, Ozaukee, Walworth, Washington, and Waukesha form Moraine Lakes (ML) Consortium.
- Residents of Moraine Lakes counties can apply for benefits, renew their benefits, and report household changes online at the ACCESS.wi.gov website, or by calling the Moraine Lakes call center, by mail, or at their local agencies.
- For the FoodShare and Child Care programs, the applicant is contacted and has the choice of a telephone interview or a face-to-face interview. Appointments for other programs are also available upon request.

- Once the interview is completed, the applicant must provide verifications from work, assets, bank accounts, etc. When information is received, eligibility will be determined.

Services Provided:

- Eligibility is determined for the following programs:
 - FoodShare
 - Medical Assistance, including Long Term Care (LTC) Medicaid
 - BadgerCare Plus
 - Child Care
 - Caretaker Supplement
- Public Assistance Fraud Program
- Referrals to the Wisconsin Home Energy Assistance Program (WHEAP)
- Referrals to the FoodShare Employment and Training Program (FSET)

Moraine Lakes Statistics			
	2014	2015	2016
Calls Received	234,020	219,659	202,858
December Average Speed of Answer in Minutes Standard	15	12	10
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Moraine Lakes	6.16	10.18	10.15
December Average Talk Time	8.52	9.24	10.56
Answer Rate	86.67%	81.32%	82.75%
December Caseload	50,974	49,770	49,150
December Timely Applications Standard	95%	95%	95%
-----	-----	-----	-----
Moraine Lakes	96.96%	97.44%	98.62%

Year End Fond du Lac County Statistics			
	2014	2015	2016
Fond du Lac Caseload	9,324	8,962	8,738
Medical Assistance (MA) Only	2,548	2,947	3,027
Nursing Home MA	283	277	266
Family Care MA	848	554	558
FoodShare	1,165	1,103	998
Medical Assistance & FoodShare	3,067	2,749	2664
Child Care	247	266	241
Applications Pending	807	873	834

2016 Community Committee Membership:

- Moraine Lakes Leadership Committee
- Moraine Lakes Operations Committee
- SharePoint Workgroup
- Call Center Anywhere Operational Technical Workgroup
- Moraine Lakes Child Care Workgroup
- Moraine Lakes Fraud Workgroup
- Moraine Lakes Performance Monitoring Workgroup
- Moraine Lakes Training Workgroup
- IMAC (Income Maintenance Advisory Committee) Training Workgroup Inspire Coalition
- Wellness Committee
- Headstart Health Advisory Committee
- Children and Adult Long Term Care Coordinating Council
- Wisconsin Social Services Association (WSSA)

2016 Highlights for Moraine Lakes:

- Received a waiver granting permission to complete child care application interviews and benefit authorizations across county lines.
- Began preparing for implementation of the new child care program changes brought about by the new MyWICildCare policies. This involved conducting community outreach sessions for local program participants and day care providers.
- Implemented a new “FoodShare On Demand” policy, which requires agencies to make two attempts to contact the applicant to complete the FoodShare interview within 2 business days of receiving an application or within 5 business days of receiving a renewal.
- Formed workgroups comprised of staff and supervisors from each agency to address specific consortium needs, including a Training/Lead Workgroup, Child Care Workgroup, Fraud Workgroup, Performance Monitoring Workgroup, as well as a smaller supervisor group for focus projects.
- Began completing eligibility determinations for “gap filling referrals”, which are applications received from the Federally Facilitated Marketplace (FFM) for individuals whose annual income is under 100% of the federal poverty level (FPL), with monthly income that exceeds the 100% of federal poverty level (FPL).
- Continued working on the Income Maintenance Operational Analysis (IMOA), which gave designated goals with target dates for implementing changes to improve consortium efficiency, enhance current processes, and address issues.
- Implemented the Benefit Recovery Investigation Tracking System (BRITS), for the purpose of submitting and processing cases referred for potential overpayments, and also identifying

cases in which an intentional program violation or fraud may have occurred.

- As a local agency, participated in a Trauma-Informed Care Training and also some of the workgroups formed to implement the agency changes resulting from this initiative.
- The local Long Term Care unit, in partnership with other local agencies, assisted with the preparation and presentation of a local guardianship event for area residents.

Family Enrichment Team

Supervisor
Rob Bauer
Senior Social Workers
Alivia Andreev, <i>Specialized Foster Care</i>
Betty Hellpap, <i>Respite/Kinship Coordinator</i>
Nancy Kartos, <i>Family Visitation Program</i>
Sheila Soyk, <i>Foster Care Coordinator</i>
Social Workers
Bailey Palecek, <i>Family Visitation Program</i>
Karen Martin, <i>Foster Care Coordinator</i>
Family Support Worker
Jennifer Newhouse

How does this unit operate?

- The Foster Care Coordinators conduct ongoing recruitment, application assessment, and licensing of both kinship and foster care placements.
- The Respite Coordinator receives referrals from ongoing Department of Social Services social work units for respite requests.
- The Respite Coordinator is also responsible for locating treatment foster homes/group homes when these higher level of care placements are needed. This worker also ensures contracts for these providers are completed.
- The Family Visitation Program workers receive referrals from the ongoing Department of Social Services social work units and community agencies for parents that need to learn or enhance their parenting knowledge, skills, and abilities. Referrals are screened and assigned the appropriate service.
- The specialized foster care social worker receives referrals from ongoing social workers for children that have a high level of needs that cannot be placed in traditional foster care. This program provides additional support to the home

to maintain these children in traditional foster homes.

Services Provided:

- Licensing Services and Coordinating Placements
 - Respite providers
 - Relative/Kinship providers
 - Foster homes
 - Specialized foster homes
- Placement Services
 - Treatment foster homes
 - Group homes
 - Residential care centers
- Programs
 - Strengthening Families
 - Discipline with Love and Logic
 - The Nurturing Program
 - Parent to Parent
 - Trauma Informed Parenting Workshop

Services	2014	2015	2016
Calls of interest for Foster Care Licensure@	26	44	44
Newly Licensed Foster Homes@	27	20	24
Total Licensed Foster Homes#			27
Kinship Home with Court Involvement#			14
Kinship Homes without Court Involvement#			51
Family Visitation			
• Families	159	94	76
• Children	342	200	155

@ Annual Total

#Not tracked previously

2016 Community Committee Membership:

- United Way
- Head Start
- Camp-To-Belong

2016 Highlights:

- Participation in the Trauma Informed System Committee and these subcommittees
 - Staff Development
 - Staff Support and Recognition
 - Worker Role and Voice
- Coordinated Trauma Informed Parenting Workshop- 2 sessions, 8 weeks each.

Juvenile Court Services Team

Supervisor
Jamie Sigafus
Senior Social Workers
Carrie Ahrens
Brenda Casetta
Cindy Champeau
Roger Flatt
Kathy Gourdine
Carmen Forstrom
Ashley Lackas
Stern, Becky
Juvenile Court Intake Workers
Diane Burton
Shane Arndt
Social Workers
Jesse Smet
Angie Yoho
Teen Court/JOWP/Rest. Coordinator
Michele Mailand
Family Support Worker
Jessica Schibline
Social Service Specialist
Sharon Thern
On Call Intake Worker
Jeanne Ihlenfeldt

How does this unit operate?

- Referrals are received from law enforcement agencies, schools, child protective services and parents.
- Intake inquiries are conducted with the possible following outcomes:
 - Counsel and close
 - Deferred prosecution agreement/informal disposition agreement
 - Referral for formal court intervention and opened for social work services

- Services focus on a balanced approach to protect the community, hold youth accountable for their actions, and build competencies in youth to be productive, responsible individuals. Services are typically court ordered.

Services Provided:

- Juvenile Court Intake services
- Supervision
- Teen Court
- Restitution Program
- Youth Community Services
- GPS (Global Positioning System) Electronic Monitoring
- Report Center
- Juvenile Corrections/Aftercare
- Groups Offered:
 - Thinking for a Change
 - Anger Management
 - BOYS Group/GIRLS Group
 - Peer Respect Group
 - Self-Discovery
 - Victim Empathy
 - Healthy Lifestyles
 - Yoga

2015 census estimated county population	101,973		
2015 census estimated age 18 and under	21.9 % 22,332		
Services	2014	2015	2016
Intake Referrals:	591	535	502
• Delinquency	346	334	286
• CHIPS	171	146	159
• JIPS	74	55	57
Temporary Custody Authorizations:	216	248	227
• Secure	58	52	57
• Non-Secure	158	196	170
Restitution Project:			
• Referrals	35	58	25
• Victims Paid (thousands)	11.8	13.6	7.9
Youth Community Service Project:			
• Referrals	139	118	100
• Hours Worked	2,254	2,616	2,421

Teen Court Cases	50	44	27
Formal Supervision Cases	213	209	214
Monitoring:			
• GPS	60	65	62
• Alcohol	0	3	3
Corrections Youth Placed	3	3	0
PACE Youth Placed	3	2	1
72 Hour Holds:			
• Shelter	28	24	15
• Secure	81	94	73

2016 Community Committee Membership:

- ASTOP, Board of Directors
- Fond du Lac Literacy Services, Board of Directors
- WJCIA – Wisconsin Juvenile Court Intake Workers Association
- Marian University Social Work Program Community Advisory Committee
- Y Screen Advisory Committee
- Comprehensive Service Integration Steering Committee and Violence Prevention Committee
- Wisconsin Association Restitution Programs
- Feed My Starving Children Project
- Wisconsin Teen Court Association
- Children and Adult Long Term Care Committee
- Youth Fire Intervention Program
- Drug Free Communities

2016 Highlights:

- Volunteers to Teen Court had several new trainings:
 - The law enforcement K-9 unit.
 - A drug court participant on their personal journey into drug use and the current struggles. This led Teen Court volunteers to develop some new sentences.
 - A loss prevention officer from Walmart regarding the costs of retail theft.

- The owner and founder of Drunk Busters.
- The Teen Court program volunteers raised and gave a \$1,000 scholarship for continuing education to one of the programs graduating seniors.
- The community service program expanded work sites to include:
 - Kiekhaefer Park. A Kiekhaefer Park volunteer will be supervising a few boys doing brush clean up during the spring, summer and fall.
 - Critter Junction, an animal rescue program.
- The Community Service Program put up posters for 25 different local events.
- The PACE (Promoting Alternatives to Corrections through Education) program expanded and began a community placement program. Services and programming are being provided to youth who remain living in their own home, at the same level of intensity as a youth would receive in the PACE (Promoting Alternatives to Corrections through Education) secure detention program.

Ongoing Service Teams

#1

Supervisor Ongoing Team #1

Sue Zuber

Senior Social Workers

Molly Frey, *Post-Permanence Program*

Amy Sigafus

Social Workers

Abel Miller

Lindsay Colwell-*Case Manager*

Jamie Ruchti-*Case Manager*

Family Support Worker

Dora Brooks

#2

Supervisor

Jessica Kohlman

Senior Social Workers

Chris Yankton

Social Workers

Moe Green

Joe McDonald

Alfredo Medina

Family Support Worker

Blair Tilleman

#3

Supervisor

Sue Sielski

Senior Social Workers

Amanda Preder

Social Workers

Kelli Pitzen

Lindsay Medina

Melissa Meidam

Jessica Perone

Kayla Powers

Kim Immel

Family Support Worker

Jamie Lemke

How do these units operate?

- The Access Unit completes an assessment and determines a child to be unsafe and in need of services.
- The family is referred to court and to one of the ongoing service units.
- The ongoing worker completes a family assessment, a service plan, a safety plan and a court report.

Services Provided:

- Court Interventions
 - Informal Dispositional Agreement
 - Consent Decrees
 - Formal CHIPS (Child in Need of Protection or Services) dispositional order
 - Petitions for Change of Court Conditions
 - Permanency Plans
 - Termination of parental rights
 - Transfer of guardianship
- Service Coordination
 - Réunification services
 - Monitoring and support of out- of-home placements
 - AODA (Alcohol and Other Drug Abuse), individual, group and intensive in-home family therapies.
 - Respite care services
 - Courtesy supervision
 - Interstate Compact for placement of children
 - Case management services
 - Safety services
 - In-Home parent training
 - Community services

Services	2014	2015	2016
Open Cases*	#131	#178	#149
Children in Kinship Foster Care *	54	58	61
Children in Foster Care*	82	95	98
Children in Treatment Foster Care*	15	15	15
Days in non-County Group Homes@	225	576	1,227
Days in Residential Treatment@	2,358	2,616	3,680

* Monthly Average

These numbers may be inaccurate due to inconsistent data methodology.

@ Annual Total

Permanency Goals Achieved:	2014	2015	2016	
Child Reunification with Parent (s)	34	54	66	
Termination of Parental Rights Completed	14	21	10	
Legal Guardianship Subsidized	5	5	0	
Legal Guardianship Non-Subsidized	9	1	9	

2016 Community Committee Membership:

- Marian University Community Advisory Committee.
- Family Resource Center.

2016 Highlights:

- The Ongoing units developed a training curriculum and program for new Social workers.

Volunteer Services

Volunteer Services Coordinator

Haley Madson

Transportation:

Dennis Martin

Ed Wiegert

Robert Bridenbaugh

Chris Riegert

Ethan Stark

Mentors/Friendly Visitors:

Mary Tighe

Camille Rosenmeier

Marilynn Roessler

Holly Barnes

Cody Davis

Maria Kretschmann

Anna Sterberg

Lorraine Shea

Megan Prather

Jill Zuraw

Deb Shackleford

Music and Memory:

Ashley Becker (*Intern*)

Jasmin Horne

Justine Bachmann

Jacqui Garcia

Samantha Quandt (*Intern*)

Interns:

Robert Shine-*Ongoing*

Michelle Ruelas-*Ongoing*

Michelle McCauley-*Ongoing*

Kevin King-*Juvenile Court Services*

Tyiesha Jaimes-Moreno-*Ongoing*

Kayla Dredske-*Ongoing*

Jessica Saler-*Ongoing*

Various Activities:

Lisa Stoppleworth-*Food Pantry*

Sheila David-*Juv. Detention Center*

Cassie Liscomb-*Tutor*

Alexis Bailey-*Tutor*

Nicole Zeman-*Teen Court*

Linda Fritz-*Staff Support*

ARC Volunteers-*11 Individuals*

How does this unit operate?

- Referrals can be received from any Department of Social Services team.
- The Volunteer Services Coordinator recruits a volunteer, completes background check, trains and then coordinates the volunteer's schedule.

Services Provided:

- Volunteer Recruitment and Retention
- Volunteer Services
 - Transportation
 - Mentor Program
 - Friendly Visitor Program
 - Food Pantry
 - Juvenile detention educational volunteers
 - Tutors
 - Report Center

2016 Highlights:

- Participated in:
 - Marian University FAB (Fond du Lac Area Business) Night Volunteer Fair
 - Marian University Career Day
 - Coffee Connection
 - Volunteer Fair at Ripon College
 - Fond du Lac Noon Kiwanis
 - Retired Teachers Association Luncheon
 - Social Services Board report
 - Coffee and Conversation at the Fond du Lac Senior Center
 - AARP (American Association of Retired Persons) Fond du Lac Chapter
 - Ripon Noon Kiwanis
 - Ripon Rotary
 - Recruitment interview on radio station 1450 KFIZ
- Online Recruitment:
 - Volunteermatch.org
 - Idealist.org
 - Allforgood.org

- Fdlco.wi.gov/volunteer
- MailChimp (monthly Volunteer Services Newsletters)

Services	2016	2017
Inquiries for Volunteering	37	
Applications received for volunteering	26	
Newly approved volunteers	22	
Total Volunteers	45	
Transportation Volunteers	5	
Mentor Volunteers	11	
Activity Volunteers	29	
Total Volunteer Hours	2,404	
Internship Hours	2,004	
TOTAL HOURS	4,408	

Note: In 2014 Total Volunteer Hours were 222; in 2015 was 2302. Other data on this table was not previously tracked.

The following statements come from a few of the volunteers that give their gifts of time, spirit, and grace to become involved with very needy and traumatized clients.

I have always considered it a privilege to help the needy. It's always exciting meeting the needs of others and give God the glory that we have the ability to help!

Mary Tighe

I started volunteering October of 2016 at the Aging and Disability Resource Center for the Music and Memory Program. Theresa Menting has been mentoring me through all the tasks and opportunities that this non-profit organization offers. Some tasks that I have been involved in are preparing documentation, reaching out to clients, attending house visits, setting up I-Pods, making memory bin items, attending trainings and conferences. Volunteering for this organization has made me more passionate

about the geriatric field and individual's suffering from dementia. As well, the amount of people and organizations I have been introduced to has been eye opening for me and my future in social work. I am thankful for the support and guidance that Theresa Menting and Haley Madson have offered me through the time I have been involved.

Justine Bachmann

This experience has given me the opportunity to work with the elderly. In my previous two internships, I worked with diverse groups at the elementary and adolescents level. Through the Music and Memory Program at the Aging and Disability Resource Center, I was able to work hands on with dementia and Alzheimer participants and their families. Learning the appropriate things to say and not to say and how to help families cope with their loved ones going through this life changing disease was powerful. Seeing what the music did for some of the participants was truly rewarding. The looks on their faces when they saw me come through the door made my day a little brighter. I am very thankful for this experience.

Ashley Becker

Community Support Provided from Dress Down Days

	2014	2015	2016
Cash	\$8,627	\$9,135	\$10,431

This is money collected during voluntary dress down days. Staff enjoy being able to dress casual and the funding supports various community agencies.

Organizations that received contributions from dress down days in 2016:

- SUSAN KOMEN SOUTHERN (BREAST CANCER)
- FREE SPIRIT RIDERS
- FEED MY STARVING CHILDREN
- AMERICAN CANCER SOCIETY
- JESUS' LITTLE LAMBS
- PROJECT LINUS
- OLD GLORY HONOR FLIGHT
- RONALD MCDONALD HOUSE
- CROHN'S & COLITIS
- FRIENDS INC
- FOND DU LAC HIGH SCHOOL (KIM MOONEY SCHOLARSHIP)
- MICHELLE WARD (FOSTER PARENT SUMMER PICNIC & CHRISTMAS PARTY)
- CAMP TO BELONG WISCONSIN
- FOND DU LAC ADULT LITERACY
- ASTOP INC.
- BIG BROTHERS BIG SISTERS
- SALVATION ARMY
- SOLUTION CENTER
- ARC OF FOND DU LAC
- JUVENILE DIABETES
- FOND DU LAC HUMANE SOCIETY
- HUNTINGTON'S DISEASE
- DSS SCHOOL SUPPLIES
- DSS VENDING COMMITTEE
- LIFE ENFORCEMENT
- CURE SPINAL MUSCULAR ATROPHY
- FAMILY RESOURCE CENTER
- ALZHEIMER'S ASSOCIATION
- SHOP W/A COP
- MUSCULAR DYSTROPHY